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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/633,250	07/31/2003	Charles Hymes	47524/P157US/IVLP	4797

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EXAMINER

OSBERG, THUY THANH

ART UNIT PAPER NUMBER

2179

SHORTENED STATUTORY PERIOD OF RESPONSE	MAIL DATE	DELIVERY MODE
3 MONTHS	02/21/2007	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

Office Action Summary	Application No. 10/633,250	Applicant(s) HYMES ET AL.	
	Examiner Thuy Carleton	Art Unit 2179	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 31 July 2003.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-24 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-24 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date ____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. Claims 1-24 are pending and have been examined in this application. This communication is responsive to the original application filed 07/31/2003.

Claim Objections

2. Claims 1-24 are objected to because of the following informalities:

The term "shutters" (for example, in claim 1, line 3) is not common terminology in the art.

Appropriate correction is required.

Specification

3. The disclosure is objected to because of the following informalities:

The Applicant is noticed that the term "shutters" (for example, on page 3 of the specification, line 10) is not common terminology in the art.

Appropriate correction is required.

On page1 of the specification, lines 22-29, related application numbers and filing dates
Are blanks. The examiner suggests filling of the related applications.

Appropriate correction is required.

On page 5 of the specification, lines 23-24, related application numbers are blanks. The
examiner suggests filling of the related applications.

Appropriate correction is required.

Claim Rejections - 35 USC § 102

5. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

6. Claims 1-3, 5-10, 12-16 and 18-20 are rejected under 35 U.S.C. 102(b) as being anticipated by Sheldon et al. (US Patent 6,072,486), hereinafter “Sheldon”

As claim 1, Sheldon teaches a graphical user interface for displaying on an agent desktop in a contact center (col. 2, lines 29-34), comprising:

a. a shutters managed display having a task bar, wherein the task bar includes at least one managed application (fig. 8D, label 630; fig. 4b, label 340d; col. 14, lines 61-66; col. 16, lines 42-44, that a application can be managed or non-managed).

b. at least one shutter icon corresponding to each one of the at least one managed applications (fig. 4a, label 320; col. 14, lines 16-18);

and c. a workflow having at least one step corresponding to each one of the at least one shutter icons (fig. 21, col. 20, lines 60-64), wherein one of the at least one shutter icons is selected according to the corresponding step of the workflow (fig. 20, label 1010; col. 21, lines 42-44), and the managed application corresponding to the selected shutter icon is displayed in a managed application display area (col. 21, lines 44-46), wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the

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managed application display area (col. 8, lines 23-25, 49-51, 55-65).

As claim 2, Sheldon further teaches the managed application corresponding to the selected shutter icon is displayed outside of the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18, that the user interface elements can be displayed anywhere on the screen).

As claim 3, Sheldon further teaches a quick start bar, wherein the quick start bar includes at least one non-managed application (fig. 8D, label 630; fig. 9, label 630; col. 14, lines 61-66; col. 16, lines 42-44; col. 17, lines 38-41, that a application can be managed or non-managed).

As claim 5, Sheldon further teaches the graphical user interface is displayed on the agent desktop having a display and an input device (fig. 1, labels 40, 42, 47, 53; col. 3, lines 25-28; col. 6, lines 1-10; col. 20, lines 61-64).

As claim 6, Sheldon further teaches the input device is used to selectively input data in to any one of the at least one managed applications (fig. 19a, labels 600, 650; col. 5, lines 65-67; col. 6 lines 1-6, 44-48, that input data can be entered on user interface applications).

As claim 7, Sheldon further teaches the agent selects any of the at least one shutter icons, the corresponding managed application is displayed in the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18).

As claim 8, Sheldon teaches a method of managing a visual space of a customer relations management application (col. 3, lines 25-27), comprising:

a. displaying a shutters managed display having a task bar, wherein the task bar includes at least one managed application (fig. 8D, label 630; fig. 4b, label 340d; col. 14, lines 61-66; col. 16, lines 42-44, that a application can be managed or non-managed);

b. displaying at least one shutter icon corresponding to each one of the at least one managed applications (fig. 4a, label 320; col. 14, lines 16-18);

and c. displaying a workflow having at least one step corresponding to each one of the at least one shutter icons (fig. 21, col. 20, lines 60-64), wherein one of the at least one shutter icons is selected according to the corresponding step of the workflow (fig. 20, label 1010; col. 21, lines 42-44), and the managed application corresponding to the selected shutter icon is displayed in a managed application display area (col. 21, lines 44-46), wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area (col. 8, lines 23-25, 49-51, 55-65).

As claim 9, Sheldon further teaches the managed application corresponding to the selected shutter icon is displayed outside of the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18, that the user interface elements can be displayed anywhere on the screen).

As claim 10, Sheldon further teaches displaying a quick start bar, wherein the quick start bar includes at least one non-managed application (fig. 8D, label 630; fig. 9, label 630; col. 14, lines 61-66; col. 16, lines 42-44; col. 17, lines 38-41, that a application can be managed or non-managed).

As claim 12, Sheldon further teaches selectively inputting data in to any one of the at least one managed applications (fig. 19a, labels 600, 650; col. 5, lines 65-67; col. 6 lines 1-6, 44-48, that input data can be entered on user interface applications).

As claim 13, Sheldon further teaches selecting any of the at least one shutter icons thereby displaying the corresponding managed application in the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18).

As claim 14, Sheldon teaches in a system (fig. 1) having:

- a central processor (fig. 1, label 21, col. 5, line 40), a display (fig. 1, label 47; col. 6, line 10), a memory (fig. 1, label 22; col. 5, line 41) and an input device (fig. 1, labels 40, 42; col. 6, lines 2-6), a graphical user interface for displaying an agent desktop in a contact center (col. 2, lines 29-34), comprising:
 - a. a shutters managed display having a task bar, wherein the task bar includes at least one managed application (fig. 8D, label 630; fig. 4b, label 340d; col. 14, lines 61-66; col. 16, lines 42-44, that a application can be managed or non-managed);
 - b. at least one shutter icon corresponding to each one of the at least one managed applications (fig. 4a, label 320; col. 14, lines 16-18);
 - and c. a workflow having at least one step corresponding to each one of the at least one shutter icons (fig. 21, col. 20, lines 60-64), wherein one of the at least one shutter icons is selected according to the corresponding step of the workflow (fig. 20, label 1010; col. 21, lines 42-44), and the managed application corresponding to the selected shutter icon is displayed in a managed application display area (col. 21, lines 44-46), wherein a predetermined set of rules

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determines the size, placement and visibility of the at least one managed application in the managed application display area (col. 8, lines 23-25, 49-51, 55-65).

As claim 15, Sheldon further teaches the managed application corresponding to the selected shutter icon is displayed outside of the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18, that the user interface elements can be displayed anywhere on the screen).

As claim 16, Sheldon further teaches a quick start bar, wherein the quick start bar includes at least one non-managed application (fig. 8D, label 630; fig. 9, label 630; col. 14, lines 61-66; col. 16, lines 42-44; col. 17, lines 38-41, that a application can be managed or non-managed).

As claim 18, Sheldon further teaches the graphical user interface is displayed on the agent desktop having a display and an input device (fig. 1, labels 40, 42, 47, 53; col. 3, lines 25-28; col. 6, lines 1-10; col. 20, lines 61-64).

As claim 19, Sheldon further teaches the input device is used to selectively input data in to any one of the at least one managed applications (fig. 19a, labels 600, 650; col. 5, lines 65-67; col. 6 lines 1-6, 44-48, that input data can be entered on user interface applications).

As claim 20, Sheldon further teaches the agent selects any of the at least one shutter icons, the corresponding managed application is displayed in the managed application display

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area (col. 3, lines 25-28; col. 14, lines 16-18).

Claim Rejections - 35 USC § 103

7. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

8. Claims 4, 11, 17 and 21-24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sheldon in view of Shafron (US Pub 2006/0136843).

As claim 21, Sheldon teaches a graphical user interface for displaying on an agent desktop in a contact center (col. 2, lines 29-34), comprising:

- a. a quick start bar, wherein the quick start bar includes at least one non-managed application (fig. 8D, label 630; fig. 9, label 630; col. 14, lines 61-66; col. 16, lines 42-44; col. 17, lines 38-41, that a application can be managed or non-managed);
- c. a shutters managed display having a task bar, wherein the task bar includes at least one managed application (fig. 8D, label 630; fig. 4b, label 340d; col. 14, lines 61-66; col. 16, lines 42-44, that a application can be managed or non-managed);
- d. at least one shutter icon corresponding to each one of the at least one managed applications (fig. 4a, label 320; col. 14, lines 16-18);

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e. a managed application display area (col. 21, lines 44-46), wherein a predetermined set of rules determines the size, placement and visibility of the at least one managed application in the managed application display area (col. 8, lines 23-25, 49-51, 55-65);

and f. a workflow having at least one step corresponding to each one of the at least one shutter icons (fig. 21, col. 20, lines 60-64), wherein one of the at least one shutter icons is selected according to the corresponding step of the workflow (fig. 20, label 1010; col. 21, lines 42-44), and the managed application corresponding to the selected shutter icon is displayed in the managed application display area (col. 21, lines 44-46) , further wherein the managed application corresponding to the selected shutter icon is selectively displayed outside of the managed display area (col. 3, lines 25-28; col. 14, lines 16-18, that the user interface elements can be displayed anywhere on the screen).

Sheldon does not teach a contact center control panel illustrating current contact information. However, a contact center control panel illustrating current contact information (fig. 4, labels, 20, 40; par [0099], lines 8-10; par [0102], that address book contain contact information). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Sheldon by teach a contact center control panel illustrating current contact information as taught by Shafron in order to provide the ability to access more information from internet faster and conveniently (Shafron: par [0011], lines 11-15).

As claim 22, Sheldon further the graphical user interface is displayed on the agent desktop having a display and an input device (fig. 1, labels 40, 42, 47, 53; col. 3, lines 25-28; col. 6, lines 1-10; col. 20, lines 61-64).

As claim 23, Sheldon further teaches The graphical user interface as claimed in claim 22 wherein the input device is used to selectively input data in to any one of the at least one managed applications (fig. 19a, labels 600, 650; col. 5, lines 65-67; col. 6 lines 1-6, 44-48, that input data can be entered on user interface applications).

As claim 24, Sheldon further teaches the agent selects any of the at least one shutter icons, the corresponding managed application is displayed in the managed application display area (col. 3, lines 25-28; col. 14, lines 16-18).

As claim 4, 11 and 17, Sheldon does not teach a contact center control panel illustrating current contact information.

However, Shafron teaches a contact center control panel illustrating current contact information (fig. 4, labels, 20, 40; par [0099], lines 8-10; par [0102], that address book contain contact information). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Sheldon by teach a contact center control panel illustrating current contact information as taught by Shafron in order to provide the ability to access more information from internet faster and conveniently (Shafron: par [0011], lines 11-15).

Conclusion

9. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Lim (US Pub 2003/0184583) – Web OS and web desktop.

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Odom (US Patent 7,036,087) – Toolbar manipulations.

Smith (US Patent 6,448,986) – Method and system for displaying graphical objects on display.

Berteig et al. (US Patent 5,986,657) – Method and apparatus for incorporating expandable and collapsible options in a graphical user interface.

Stoakley et al. (US Pub 2001/0035882) – Method and system for clustering and grouping taskbar buttons.

Sano et al. (US Pub 2004/0254465) – Ultrasonograph, work flow edition system, and ultrasonograph control method.

Chaddha et al. (US Pub 2006/0293942) – Method and apparatus for technology resource management.

Malamud et al. (US Patent 5,825,357) – Continuously accessible computer system interface.

Bates et al. (US Patent 5,390,295) – Method and apparatus for proportionally displaying windows on a computer display screen.

10. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thuy Carleton whose telephone number is 571-270-1258. The examiner can normally be reached on Monday-Friday (8:30AM-5:00PM).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Weilun Lo can be reached on 571-272-4847. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications

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may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

TC

BA HUYNH
PRIMARY EXAMINER